

7.5.5.3 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for Personal or Extension Mailboxes on BTI platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" — ERASE the current message
 - "2" — SAVE message just heard
 - "3" — REPEAT message
 - "4" — REWIND the current message back 5 seconds
 - "5" — PAUSE message review for 20 seconds or press any key to resume
 - "6" — FAST FORWARD 5 seconds through the message
 - "9" — MORE OPTIONS including:
 - "9-4" — Listen to the PREVIOUS MESSAGE
 - "9-5" — Hear the DATE/TIME the current message was received
 - "0" for HELP
 - "*" to SKIP the current message
 - "#" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

7.5.5.4 To Create or Delete A Sub-Mailbox (*main mailbox only*):

A temporary password, name and greeting must be created for each sub-mailbox activated. This information should be given to the sub-mailbox user. The sub-mailbox user can then call the MemoryCall® access number, enter the temporary password, and make changes to the greeting or establish a new permanent password.

Sub-mailboxes can only be deleted by the main mailbox holder. However, care should be taken when deleting sub-mailboxes. All messages in a sub-mailbox are erased and cannot be retrieved if the sub-mailbox containing those messages is deleted by the customer.

Use the following instructions to add or delete a sub-mailbox when service is provisioned from an Octel platform:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "3" to CREATE OR DELETE SUB-MAILBOXES.
4. At The Prompt, Enter One Of The Following:
 - "1" — To CREATE a new sub-mailbox then perform the following:
 - Record temporary name for sub-mailbox then press "#".
 - Enter a temporary 5-10 digit passcode. No temporary passcode is created automatically.
 - User is prompted as follows to change their main mailbox personal greeting.
 - "1" — Review the main mailbox personal greeting.
 - "2" — Change the main mailbox personal greeting.
 - "3" — To hear a sample greeting.
 - "*" — Return to USER OPTIONS menu.
 - "2" — To DELETE a sub-mailbox then perform the following:
 - MemoryCall® lists active sub-mailboxes sequentially and prompts the user to press "1" to keep the sub-mailbox or "2" to delete the sub-mailbox.
 - After all sub-mailboxes are listed, the user is prompted as follows to change their main mailbox personal greeting:
 - "1" — Review the main mailbox personal greeting.
 - "2" — Change the main mailbox personal greeting.
 - "3" — To hear a sample greeting.
 - "*" — Return to USER OPTIONS menu.
 - "*" — Return To The Main Menu.

7.5.5.5 To Change A Password:

Personal or Extension Mailbox customers served from a BTI platform are allowed a personal password. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailboxes. In addition, passwords are also used to uniquely identify the main and sub-mailboxes associated with a given telephone number. Therefore, customers must enter different passwords for the main and each sub-mailbox when service is provided from a BTI platform.

In some BTI literature, passwords are referred to as passcodes. BTI Passwords/Passcodes can be from 5 to 10 digits in length. Use the following steps to change a password for a Personal or Extension main or sub-mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter A 5-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords can result in lost messages. See "Passwords" section at the beginning of this chapter for more details.

7.5.5.6 To Change A Greeting or Recorded Name:

Personal or Extension Mailbox customers can record their own personal greeting at any time. No standard personal greeting is available for customers served from a BTI platform. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" — PERSONAL GREETING
 - "2" — NAME ANNOUNCEMENT
4. Follow Prompts To Record And Save The New Greeting Or Name.

7.5.5.7 To Create a Reminder Message:

MemoryCall® customers served from a BTI platform are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall®'s Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" — Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.

- Enter the scheduled month (1 through 12) or press "*" for delivery within the next 24 hours.
- Enter the date (1 through 31). Not required if "*" already entered.
- Enter the time (e.g. 715 for 7:15).
- Indicate AM (1) or PM (2) delivery.
- Record message.
- Press "*" to end recording.
- Reminder saved and scheduled. User returned to Main Menu.
- "2" — Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - MemoryCall® states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - "1" — Listen to Reminder message.
 - "2" — Skip to next Reminder (if more than one scheduled).
 - "3" — Cancel/Delete Reminder.
 - "*" — Exit Reminder feature.
- "*" — To exit Reminder feature.

7.5.5.8 To Listen to a Reminder Message:

MemoryCall® will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® will not call the customer if his/her telephone number does not match the mailbox number (e.g., non-integrated service with a Surrogate Client Number). Instead, messages will be automatically saved in the customer's mailbox.

7.5.5.9 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® session. MemoryCall® will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

7.5.6 ECC Mailbox Operating Instructions

Note: UNLESS OTHERWISE NOTED, THE INSTRUCTIONS IN THIS SECTION APPLY TO USER OPERATION OF BOTH MAIN AND SUB-MAILBOXES.

The following chart shows the most frequently used menu choices for a Personal or Extension Mailbox on an ECC platform. Other options may be available. Refer to detailed instructions in this section for additional information.

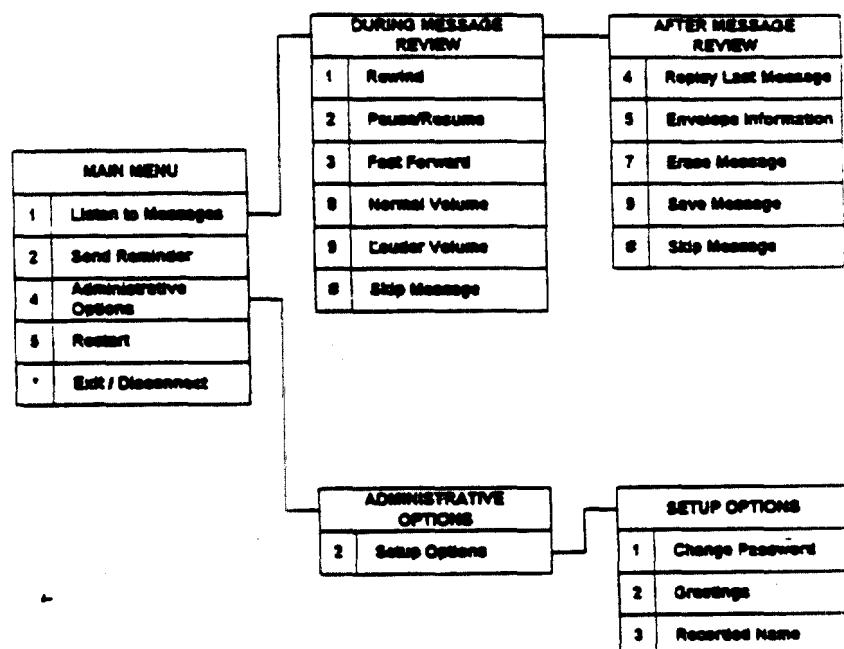


Figure 15 ECC Personal/Extension Mailbox Menus

7.5.6.1 When Callers Record a Message:

Callers can record a message after reaching the appropriate user's mailbox and hearing the user's personal greeting. The following instructions apply when callers leave a message in the customer's main or sub-mailbox:

During the greeting the caller can press:

- "*" to skip the greeting and begin recording.
-

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press "*" to erase the message and re-record; or
- Press "*" or "1" to end the recording and hear more options. Those options include:
 - "1" — If The Caller Is Satisfied With His/Her Message. Selecting "1" offers the caller the following delivery options:
 - Press "1" for NORMAL DELIVERY
 - Press "2" for URGENT DELIVERY
 - "2" — Listen To The Message.
 - "3" — To Erase And Re-Record The Message.
 - "4" — To Continue Recording Where The Caller Left Off.
 - "*" — To Cancel and Re-Record The Message.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

7.5.6.2 To Hear Which Mailboxes Have Messages:

ECC mailboxes do not have a menu selection which causes a message inventory to be played. Customers are notified of the number of messages in each main and sub-mailbox when they first access the mailbox. To hear this information again, the customer must press "5" to restart the session and re-enter his/her mailbox number.

7.5.6.3 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for Personal or Extension Mailboxes on ECC platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Telephone Number Of Caller And Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" — REWIND the current message back 8 seconds
 - "1-1" — Go to BEGINNING of current message
 - "2" — PAUSE/RESUME message review
 - "3" — FAST FORWARD 8 seconds through the message
 - "3-3" — Go to END of current message
 - "7-7" — ERASE AND SKIP to the next message
 - "8" — Return to NORMAL VOLUME
 - "9" — INCREASE VOLUME (LOUDER) during message playback
 - "*" — SKIP the current message
 - "**" — CANCEL message review and return to Main Menu
5. After Message Review Press:
 - "7" — ERASE message just heard
 - "9" — SAVE message just heard
 - "0" — Hear MORE OPTIONS. Those options are:
 - "4" to REPLAY last message
 - "5" to obtain DATE/TIME INFORMATION
 - "*" — SKIP to the next message
 - "**" — CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "5" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

7.5.6.4 To Change A Password:

Personal or Extension Mailbox customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailboxes. With ECC platforms, users identify which sub-mailbox they wish to access by use of a sub-mailbox digit or "0" for the main mailbox. Passwords are not used to identify a specific mailbox. Therefore, on ECC platforms, the main mailbox and each sub-mailbox can have the exact same password if the customer so desires.

ECC passwords can be from 4 to 7 digits in length. Use the following steps to change a main or sub-mailbox password:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.
3. Press "2" For SETUP OPTIONS.
4. Press "1" For PASSWORD.
5. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords can result in lost messages. See "Passwords" section at the beginning of this chapter for more details.

7.5.6.5 To Change A Greeting or Recorded Name:

Personal or Extension Mailbox customers can record their own personal greeting at any time. A standard personal greeting is provided by the system if no unique personal greeting is recorded or the customer deletes his/her unique personal greeting. The standard personal greeting is *"You've reached a MemoryCall® mailbox. At the tone, please record your message for [Recorded Name]"*. If no Recorded Name exists, the system substitutes the mailbox number followed by the sub-mailbox digit (1, 2, or 3) or "0" for the main mailbox.

To change a personal greeting:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.
3. Press "2" For SETUP OPTIONS.
4. Press "2" For GREETINGS. Use The Following Keys To Control The Personal Greeting:
 - "*" — Save existing greeting.
 - "*" — Re-record greeting.
 - "1" — Replay greeting.
 - "3" — Delete greeting.

To change a recorded name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.
3. Press "2" For SETUP OPTIONS.
4. Press "3" For NAME. Use The Following Keys To Control The Recorded Name:
 - "*" — Save existing name.

- "*" — Re-record name.
- "1" — Replay name.
- "3" — Delete name.

7.5.6.6 To Send (Create) a Reminder Message:

Personal or Extension Mailbox customers served from an ECC platform are allowed to record, schedule and send themselves a reminder message up to a year later. MemoryCall® service will call the customer's phone number and play back the message to the customer at the date and time scheduled.

WARNING

Current ECC software does not permit users to delete or cancel reminder messages. Once a reminder message is created and sent, the reminder cannot be undone or deleted unless the user contacts BellSouth and has his/her mailbox re-established (similar to a lost password).

To create/schedule a Reminder message, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For SEND.
3. Record Message Then Press "#".
4. Follow Prompts To Schedule Time: Enter time followed by "1" for AM or "2" for PM. (e.g., 5:00 PM, enter 5002).
5. Follow Prompts To Schedule Delivery Date: Enter "#" for current day or MMDD. (e.g., March 15, enter 0315).
6. Press "#" To Send Reminder Or "*" To Cancel.

7.5.6.7 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A series of scheduled attempts to contact the customer at his/her main number will be made during a seven hour period. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

7.5.6.8 Miscellaneous Keys:

- Press "5" from the Main Menu only to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "9" to RETURN TO MAIN MENU except during message review.

- Press "0" at any time for HELP or additional assistance.
- Press "0-0" for Helpful Hints.
- Press "0-0-0" to replay the mailbox tutorial.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

8. MemoryCall® Answering Service Plus Mailbox

8.1 Mailbox Description

MemoryCall® Answering Service Plus (MAS+) provides telephone answering and message recording service for the customer. With the appropriate switch features, the service allows a call to be answered when the customer is already on the line or unable to answer the phone. A greeting in the customer's own voice can be played to the calling party and a message recorded.

When the customer picks up the telephone receiver, he/she is notified that a message is waiting via stutter dial tone. Messages are replayed in the caller's own voice. Using special CPE, customers can also obtain a visual or lamp indication that messages are waiting. MemoryCall® Answering Service Plus notes the time and date when a message was recorded.

MemoryCall® Answering Service Plus provides a more sophisticated set of telephone answering and message recording features than that offer by MemoryCall® Answering Service (MAS). MemoryCall® Answering Service Plus includes the following additional features not available with MAS:

- **Dial "0" for Operator** - Callers needing additional assistance can be transferred by to a customer-provided secretary or attendant by pressing "0" from a touchtone-capable telephone.
- **Pager/Outcall Notification** - MemoryCall® Answering Service Plus can activate a pager to notify the customer that new messages have been received. Customers must obtain the paging service from another vendor. MAS+ can also be programmed to dial other telephone numbers when messages are received.
- **Caller Prompting** - At the end of a greeting, the caller is prompted to hang up or press a certain key for more options. These options give the caller additional control over message recording including the ability to specify urgent delivery of their message.

8.2 Feature Descriptions

The following features are included with most MemoryCall® Answering Service Plus (MAS+) mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service platform (e.g., Octel, BTI or ECC).

- **Telephone Answering** — Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
- **Personalized Greeting** — Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. Callers can skip over this greeting if they wish.

- **Message Recording** — Allows a caller to leave a message in his/her own voice for the customer.
- **Caller Prompting** — At the end of a greeting, the caller is automatically prompted to hang up or press a “#” or “1” for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely.
- **Caller Specified Urgent Delivery** — During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded.
- **Message Review and Retrieval** — Allows the customer to retrieve and review telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
 - *Playback* - While listening to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
 - *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
 - *Skip* - The customer may skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.
 - *Cancel* - The customer may cancel message review at any time while listening to messages.
 - *Replay* - At the end of a message, the customer can replay that message in its entirety.
 - *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
- **Password Security** — Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
- **Message Waiting Indication (optional feature)** — Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone when messages have been left in the customer's mailbox. Stutter dial tone is turned off after the customer listens to all new messages in his/her mailbox.
- **Dial “0” for Operator** — Callers may press “0” to transfer to the customer's clerk, secretary, operator, or other customer-specified attendant telephone number at any time while connected to the customer's mailbox.
- **Pager/Outcall Notification** — A customer can personalize his/her mailbox so that MemoryCall® service will activate a pager when a message is received. Customers may also program the mailbox to call a local number to deliver the message (Outcall Notification/Special Delivery).
- **Prompt Level Control (Octel only)** — Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or

other menus. Three levels of prompting are permitted with mailboxes offered from Octel platforms: Standard, Extended or Rapid.

- **Easy Access (BTI only)** — Simplifies message retrieval. Customers who can't remember the MemoryCall® access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal greeting is heard. To enter the mailbox, the customer just presses "*" during the personal greeting and enters his/her password.
- **Reminder Feature (BTI only)** — Helps customers remember special events or appointments. Customers can program MemoryCall® to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

8.3 Features Not Available With MemoryCall® Answering Service Plus

The following features are not available with MAS+ mailbox offerings. The customer must upgrade to a Personal or Deluxe Voice Messaging mailbox to receive these benefits.

- Extended Absence Greeting;
- Sub/Extension Mailboxes;
- Guest and Home Mailboxes;
- Control of Message Waiting Indication; and
- Voice Mail/Messaging Capabilities Including:
 - Delivery Options,
 - Future Delivery,
 - Group Distribution Lists, and
 - REPLY and SEND COPY During Message Review/Retrieval.

8.4 Feature Summary Chart

The following chart compares features for MemoryCall® Answering Service Plus (MAS+) based on the vendor platform serving the customer.

Table E MemoryCall® Answering Service Plus Feature Matrix

FEATURE	OCTEL	BTI
Telephone Answering	YES	YES
Voice Mail/Messaging	NO	NO

- continued -

Table E MemoryCall® Answering Service Plus Feature Matrix (continued)

FEATURE	OCTEL	BTI
Personal Greeting	YES	YES
Extended Absence Greeting	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds
Max. Number of Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES	YES
Caller Specified Urgent or Private Delivery	Urgent	Urgent & Private
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	5 Days	5 Days
Digits in Password	5 to 15 Digits	5 to 10 Digits
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	NO	NO
Outcall/Pager Notification	YES, 3 Schedules	YES, 2 Schedules
Customer Control of Outcall Notification/Pager	Customer can 1) set up 3 schedules based on time of day, day of week, and type of message, 2) change pager/ outcall notification numbers, 3) turn notification on or off.	Customer can 1) determine type of message that will cause notification, 2) change pager or special delivery notification number, 3) turn notification on or off.
Changing Pager Type or Outcall Numbers	Service order required to change pager type or PIN. Customer can change pager/ outcall number.	Service order required to change pager type or PIN. Customer can change pager/ special delivery number.
Number of Pager/Outcall Attempts	Up to three attempts per message.	Up to three attempts per message.
Future Delivery	NO	NO
Group Distribution Lists	NO	NO
Dial "0" for Operator	YES	YES
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO

- continued -

Table E MemoryCall® Answering Service Plus Feature Matrix (continued)

Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

8.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service Plus mailbox and performing various administrative activities. Operating instructions for Octel, BTI and ECC platforms may vary. Be sure you know which vendor platform serves the customer when answering questions or discussing a trouble report.

8.5.1 Accessing A MemoryCall® Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® mailbox.

To begin with, the user must dial the MemoryCall® access number. This number is different from a mailbox number. The MemoryCall® access number is the lead number of the multi-line hunt group connecting a customer's central office switch to the MemoryCall® platform. The MemoryCall® access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

8.5.1.1 Calling From A Line Equipped With a Mailbox:

WARNING

Customers whose mailbox number and telephone number do not match should follow the instructions in the next section. This includes customers with non-integrated service (e.g., using a Surrogate Client Number).

When a customer calls in for messages, MemoryCall® looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® then prompts the caller for a password. Use the following steps to access MemoryCall® when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Example: Customer dials the MemoryCall® access number from his home to retrieve messages:

1. Ring...Ring... *"John Doe. Please enter your password."*
2. John enters his password and hears the Main Menu.

WARNING

Customers who block delivery of their number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® access number will not hear their recorded name. Instead, these customers will hear the standard system greeting and must follow instructions in the next section — *Calling From A Line Not Equipped With a Mailbox.*

8.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting. This is also true for customers with non-integrated service using Surrogate Client Numbers.

To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox or to non-integrated users.

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.

5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® access number from a pay telephone:

- Ring...Ring... *"Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now Thank You."*
- Customer enters "*" and hears *"Mailbox number please."*
- Customer enters seven digit mailbox number.
- Customer hears *"John Doe. Please enter your password."*
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the platform accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

8.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by an ECC or BTI platform, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall®, the customer can press the "*" key during the personal greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

This access method also works for non-integrated customers who choose to call the Surrogate Client Number associated with their mailbox. The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall®. Listen To Personal Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall®:

- Ring...Ring...*"Hello, you've reached the Smith household....."*
- Customer enters "*" and hears *"John Doe. Please enter your password."*
- John enters his password and hears the Main Menu.

8.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step.

To initialize a MemoryCall® mailbox, customers must follow instructions provided with their customer education material. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Permanent Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

8.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Answering Service Plus (MAS+) based on the vendor platform serving the customer.

Table F MemoryCall® Answering Service Plus Main Menu

NUMBER ENTERED:	OCTEL	BTI
"1"	Listen to Messages	Listen to Messages
"2"	N/A	N/A
"3"	N/A	Reminder Feature

- continued -

Table D Personal/Extension Mailbox Main Menu (continued)

"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
"*"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

8.5.4 OCTEL Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service Plus mailbox on an Octel platform. Other options may be available. Refer to detailed instructions in this section for additional information.

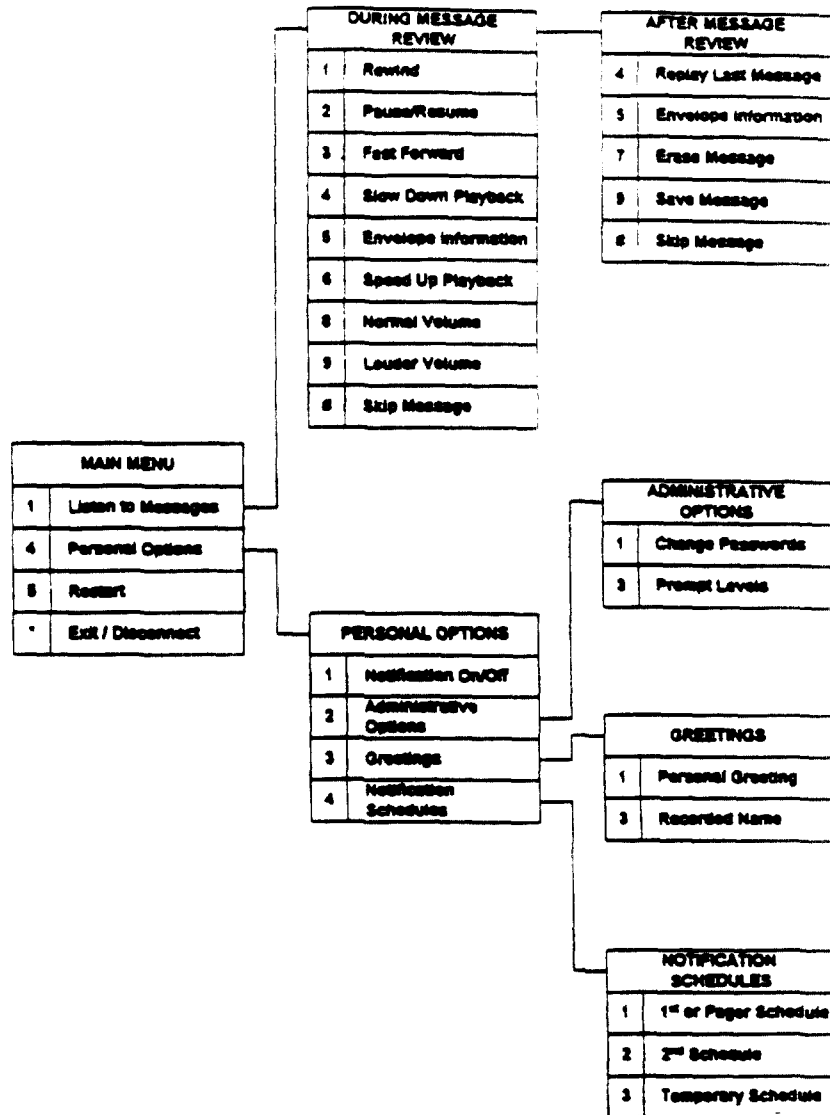


Figure 16 Octel MAS+ Menus

8.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- “#” to skip the greeting and begin recording;
- “0” to transfer to a customer-provided operator or attendant; or
- “*” to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press “0” to save message and then transfer to a customer-provided operator or attendant;
- Press “*” to erase the message and re-record; or
- Press “#” or “1” to end the recording and hear more options. Those options include:
 - “1” — If the caller is satisfied with his/her message. Selecting “1” offers the following delivery options:
 - Press “1” for NORMAL DELIVERY
 - Press “2” for URGENT DELIVERY
 - “2” — Listen to the message.
 - “3” — To erase and re-record the message.
 - “4” — To continue recording where the caller left off.
 - “*” — Cancel message and return to standard system greeting.

8.5.4.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answering Service Plus mailboxes on Octel platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press “1”.
3. Hear Date And Time When Message Recorded Or Last Saved.
4. During Message Review Press:
 - “1” — REWIND the current message back 10 seconds
 - “1-1” — Go to BEGINNING of current message
 - “2” — PAUSE/RESUME message review
 - “3” — FAST FORWARD 10 seconds through the message
 - “3-3” — Go to END of current message
 - “4” — SLOW DOWN message playback

- "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
- "6" — SPEED UP message playback
- "8" — Return to NORMAL VOLUME
- "9" — LOUDER VOLUME during message playback
- "*" — SKIP the current message
- "#-" — SKIP TO SAVED messages
- "*" — CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" — REPLAY last message
- "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
- "7" — ERASE message just heard
- "9" — SAVE message just heard
- "*" — SKIP to the next message
- "*" — CANCEL message review and return to Main Menu

Note: Once deleted messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® session does not undelete messages.

8.5.4.3 To Change A Password:

MemoryCall® Answering Service Plus customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Octel passwords can be from 5 to 15 digits in length. Use the following steps to change a password for a MAS+ mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORD.
5. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

8.5.4.4 To Change Prompt Levels:

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" — STANDARD prompts;
 - "2" — EXTENDED prompts; or
 - "3" — RAPID prompts.

8.5.4.5 To Change A Greeting or Recorded Name:

MAS+ customers can record their own personal greeting at any time. Customers served by an Octel have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."* The Recorded Name is also heard by the customer when accessing his/her mailbox prior to the password prompt. To record a personal greeting or name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" — PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:

- Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "3" — NAME
4. Follow Prompts To Record and Save The New Greeting Or Name.

8.5.4.6 To Turn On/Off Notification Schedule(s)

MAS+ customers have the ability to control when MemoryCall® notifies them of new messages. Notification schedules can contact the customer through a pager or some other telephone number. The following instructions are for turning on/off the notification feature. A separate menu (see following section) is required to set up a notification schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To The Current Notification Status.
5. Enter One Of The Following:
 - "1" — Turn NOTIFICATION ON
 - "2" — Turn NOTIFICATION OFF

8.5.4.7 To Modify Notification Schedule(s):

Mailbox customers served from an Octel platform are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
 - **Outcall to a Telephone Number** — The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
 - **Outcall to a Pager** — Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Octel to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.
- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been